

Organizational Services

Employee Assistance Program offers the following *Organizational Services* in addition to direct service to employees and families.

Workplace Consultation

Specialized technical consultation provided to a supervisor(s) and/or union official(s) regarding employee performance issues, recommended approaches to specific situations, progress toward achieving objectives with specific cases, etc.

Policy Consultation

Specialized technical consultation provided to the work organization regarding developing organizational policies to address human factors in the workplace. Examples include policy regarding threats of violence, drug testing, the psychology of work teams and managing an aging workforce.

Training

Skill building for groups of supervisors, managers, union officials and executives on topics such as conflict management, managing performance, communication skills, DOT regulations, AIDS, preventing violence in the workplace and diversity.

Information and Education Activities

Sharing information proactively with the covered population through brown bag seminars, employee orientations, home mailings and e-mails.

Critical Incident Management

Response to a traumatic event may include the following services: situation assessment, debriefing, defusing, family information management as it relates to a Critical Incident.

Special Situations

This could include a package of services offered during a downsizing or merger, attendance at a health fair and participation in company or union celebratory events.

Program Implementation and Management

EAP may assist in providing consultation and promoting other programs/services related to workplace activities directly managed by other staff, departments and/or vendors. Examples include *Peer Support*, *Early Intervention Programs* and *Health/Wellness Initiatives*.